



ICAT Logistics Job Description

Job Title: Strategic Project Manager

Department: HDQ

Reports to: President

Location: HDQ – Elkridge, MD

General Purpose of Job: To manage the retention, growth/development and daily operations of specific company strategic accounts particularly in the military goods industry.

Essential Duties and Responsibilities:

- Develop and maintain critical relationships with strategic account customers and all levels of their personnel
- Leverage existing client relationships for referrals in related companies
- Responsible for meeting sales goals of specific strategic accounts including maintaining and increasing gross profit in those accounts
- Identify profitable new strategic account opportunities and lead initiatives to onboard to ICAT
- Generate profitable revenue by growing existing specific accounts through sales efforts in accordance with sales plans and new strategic account requirements
- Manage and develop strategic account initiatives that establish performance objectives, financial goals and critical milestones for identified performance periods
- Manage all operations for strategic project accounts to include proposing solutions to complex logistical challenges, identifying service partners and supervising movement of goods according to client specifications
- Negotiate carrier pricing and provide client quotations when requested
- Ensure a high level of customer satisfaction and operational proficiency to meet growth and profitability goals
- Proactively solicit customer feedback and provide innovative solutions to customer service issues/barriers
- Interact with prospective customers and their key personnel across different departments
- Manage budget forecasting and implementation
- Deal frequently with ICAT's department heads, operations and corporate staff in order to meet customer expectations and performance objectives
- Provide strategic account updates and initiative results to senior team and department heads on a weekly, monthly and quarterly basis through appropriate reporting mechanisms
- Work with marketing team to develop and execute marketing strategies and initiatives
- Moderate domestic and international travel will be required

Job Qualifications:

- Bachelors degree in Transportation, Logistics, Supply Chain Management, Business Management, Business Administration, Business/Finance or other related degreed program
- 5-7 years of prior international logistics business development and military goods operations experience
- Ability to understand complex international logistical challenges
- In depth knowledge of commercial transportation providers and international agents
- Experience in international travel to diverse countries
- Demonstrated understanding of international regulatory requirements including ITAR, hazmat, and FCPA
- Able to deal with a fast-paced, hands-on entrepreneurial environment
- Ability to work with business owners in a wide variety of industry and corporate settings
- Able to exercise judgment in the appropriate approach to specific targeted accounts
- Demonstrated progressive experience in creating operating plans to meet specified objectives and modify the tactics when necessary to achieve the desired results
- Working knowledge of standard business development techniques
- Forecasting and tracking / managing against a forecast
- Able to foster accountability for and commitment to achieving the numbers
- Ability to motivate and inspire others to high levels of performance
- Ability to relate to and successfully interact across a variety of settings and work well with a broad and diverse workforce throughout the organization
- Excellent interpersonal skills
- Outstanding communication skills - excellent verbal and written with an emphasis on listening and the ability to develop effective business plans, proposals and reports
- Ability to gain credibility with existing and potential customers and business partners
- Extremely well organized
- Able to plan and effectively set priorities for implementation
- Able to handle multiple tasks simultaneously
- Advanced skills with Microsoft Office products
- Able to handle a moderate travel schedule
- Foreign language skills a plus

Supervisory Responsibilities:

- Manage activities of operations personnel to ensure shipments go in accordance with client requirements and expectations
- Identify and manage service providers and rates
- Provide leadership and manage the team; make decisions; solve problems; develop procedures; develop records/files; conduct meetings; represent team at internal and external meetings
- Ensure team is in compliance with company policies and procedures
- Manage the employee hiring process; develop or update job descriptions; develop performance expectations, identify essential functions and knowledge, skills and abilities required
- Manage team performance; provide new employee orientation; train or provide adequate training for employees; coach, counsel and motivate employees; evaluate employees; investigate complaints or performance concerns; implement disciplinary action as needed and in consultation with Human Resources and/or ICAT's COO
- Approve leave and overtime; Review and approve time sheets

Industry Experience:

The successful candidate must have prior domestic and international transportation and logistics account management experience. That prior experience should include the following elements:

- Experience managing strategic and/or national account level customers
- Demonstrated experience in building and maintaining strong customer relationships
- Demonstrated ability to implement sales and marketing initiatives
- Demonstrated ability to create a pipeline of business opportunities
- Ability to successfully qualify and close opportunities
- Ability to operate and adapt in various cultural settings
- Knowledge of air and ocean, import and export process and procedures
- Knowledge of overseas service providers

Personal Characteristics:

The successful candidate should exhibit the following personal characteristics:

- Highly driven, goal and results oriented
- Persistent in pursuit of objectives
- Aggressive and consistent in follow-up and follow-through
- Appropriately impatient with the status-quo
- Superior verbal skills to influence or motivate people
- Generate enthusiasm in others
- Inspires others to be persistent, refine approach as needed and win
- Credible with strong aura of personal integrity
- Loyal and dedicated to the success of colleagues and team members
- Appropriately dominant and controlling of situations
- Actively seeks communications and relationships with a variety of people
- Able to negotiate people conflicts or solve people problems
- Optimistic outlook toward all activities, able to transmit this optimism to others
- Able to lead through example
- Self-confident
- Understands own strengths and weaknesses
- Will naturally adopt ICAT's core values and seamlessly assimilate into ICAT's culture

Opportunity to be Part of ICAT Logistics:

Company Overview: ICAT Logistics goal is to be the workplace of choice for the best and brightest in the logistics industry. The attraction of top talent and hiring of "A" Players is our corporate focus for 2015. Our mission of helping all we touch grow begins with our ICAT teammates. We recruit, hire and train based on experience and strengths and often modify a position for the best fit.

Our teammates truly understand our mission and are empowered to find the right solutions for our clients, resulting in the **WOW** feeling they have come to expect from ICAT. Entrepreneurialism, self-determination and love of learning are just a few of the characteristics that describe our people. Family atmosphere, personal growth and mutual support are attributes we strive for.

From the first office in Baltimore opened in 1993, ICAT has expanded to 15 offices in the US and to over 100 global affiliate partners. ICAT has won awards and industry accreditations both regionally and nationally. Financially strong and forward thinking, ICAT is poised for unprecedented growth. At the forefront of this success are our people.

Deliverable Expectations:

- Meet and exceed revenue goals
- Establish and grow relationships with strategic account organizations
- Schedule and conduct quarterly business reviews